Frequently Asked Questions

1. **Can there be more than one user per role?**

   Yes, although accountability is important; it is always good to have a backup in different circumstances such as changes within the organization, absences and emergencies.

2. **In User Management, is it possible to get rid of lines not needed under the same user?**

   No, the lines will remain but will be indicated as inactive.

3. **When entering a Priority Focus, Promising Practice or QI Process, can I copy and paste in the text box?**

   Yes

4. **Can multiple users be working in the application at the same time?**

   Multiple people can use the program at the same time. However, only 1 person can enter report data for an LHD. This is to prevent overwriting what has already been entered.

   For example, if two people were entering data for Adams County at the same time, one person could have answered several questions while the other is a few questions behind. When the person who is behind saves their progress, it could overwrite what has already been saved by the first person.

5. **How can a health commissioner delegate his/her user management administrator role?**

   He/She can't. A request must be submitted to ODH